

### **ABSTRACT**

A communication assistance system is provided having a first database with a plurality of listings, each listing having at least one contact name and a corresponding contact number. A switching device receives calls from a plurality of users desiring to access the listings and an operator terminal receives the communication from the switching device and retrieves a listing from the first database. A first route is provided for handling telephone communications between the operator terminal and the user and a second route is provided with an out-of band processor for receiving information corresponding to call completion information and to provide call completion data to the switching device for completing the call between the user and the requested listing.